

LEGAL INFORMATION FOR RESIDENCE LORETO

- Company Name: Soluzioni Marketing S.a.s.
- Address of registered office: Via Monza n.3, Montevicchia (LC)
- Address Residence Loreto: Via Rancati n. 3 -20127- Milan, Italy
- VAT number: VAT number 00708040134
- Telephone number / Email address, +39.02.2841041, info@residenceloreto.com

PRIVACY POLICY

- Disclosure for website navigation
- Cookies Notice

DISCLOSURE FOR COOKIE AND WEBSITE NAVIGATION AROUND: www.residenceloreto.com

This Disclosure describes the practices that we have adopted regarding the methods of management of the site in relation to the processing of personal data of users who consult it. The treatment is always based on principles of lawfulness and fairness in compliance with all current regulations and appropriate security measures are adopted to protect the data.

This privacy policy has been drawn up in compliance with art. 13 of the GDPR 679/2016 - European regulation on data protection, as well as in accordance with the provision concerning cookies n. 229 of 8 May 2014.

By using any of our services and / or accepting this Statement, for example in the context of registering for one of our services, you consent to the collection and use of Personal Information as described in this Privacy Statement.

1) Personal information we collect.

When the user sends a request for information through the site or uses an e-mail address published on the site, or when the user makes a reservation through the site, the user is asked for some personal data.

The personal information we collect includes:

- Your name and surname, e-mail address, telephone number and home address;
- Credit card details (type and number of card, name on card, expiration date and CVC code);
- Information about your stays, including arrival and departure dates, special requests and your preferences on services (preference on rooms, services or other);

2) Collection at the Residence:

We collect additional personal information during registration / check-in at our Residence, including information required by local laws (eg to obtain exemptions / reductions on the amount of the tourist tax).

3) Secure reservations:

If you decide to make a reservation on this site you will be connected to a booking engine. This tool is provided by our partner Bokkassist that complies with the PCI Card DSS (Payment Card Industry Data Security Standards).

4) Privacy of minors and consent of parents

This site, on the basis of our privacy policy, should not be visited by persons under the age of 18. The Holder specifically requests that minors do not use this site and do not send information or data through it.

If we find out that a minor has provided us with personal information without the permission of the parents or guardian, we will immediately delete this information.

- Information we collect automatically

When you use our site, we automatically collect information, some of which may be personal data. For example: language settings, IP address, location, device settings, device operating system, log-in information, usage time, requested URL, status report, user agent (such as browser version information), browsing history, result (visit or reservation), user reservation code. We may also collect data automatically through cookies. For more information on how we use cookies, read the appropriate paragraph.

5) Purposes of processing, legal basis and lawfulness of processing

The processing of data is finalized for the following purposes:

- a) management of relations with customers (management of reservations, issue of invoices, estimates),
- b) to contact the customer in case of real need
- b) comply with regulatory obligations, in particular accounting and tax obligations;
- c) management of litigation;
- d) process the data voluntarily transmitted by you (including possibly the so-called special / sensitive ones) in order to enable us to offer you a better level of hospitality at our residence.

The processing of data for the aforementioned purposes is based on the need for the holder to execute a contract or to allow the holder the right to pursue his legitimate interest. For example, if you use our services to make an online reservation, we will use your data to perform our obligation to complete and manage the booking, by virtue of the contract between us.

6) IDENTITY OF THE HOLDER AND CONTACT DATA

This site is managed by the Data Controller, Soluzioni Marketing S.a.s. with registered office in Via Monza n.3, Montevicchia (LC) and operational headquarters c / o Residence Loreto: Via Rancati n. 3 -20127- Milan, Italy; Telephone number / Email address: +39.02.2841041, info@residenceloreto.com.

7) TREATMENT SITE

The processing related to the web services of this site takes place at the headquarters of the owner and is only handled by the personnel in charge of processing and the provider responsible for Internet services and hosting / housing of this site. In addition, these treatments are handled exclusively by technical staff of the Office in charge of processing, or by persons in charge of occasional maintenance operations under the strict control of the Data Controller.

8) NATURE OF DATA SUPPLY

In case of reservation for a hotel stay, the provision of data is mandatory and failure to provide it may make it impossible to obtain what has been requested. Likewise, the provision of data is mandatory even if our Residence should be to give hospitality to customers who book directly at our reception without prior reservation on this or other site.

The user is free to provide personal data contained in the forms on the website (web form). Failure to provide such data may make it impossible to obtain what has been requested. If through the contact form, or using the e-mail addresses on the site, you voluntarily communicate information about you (including possibly including so-called special / sensitive data) we will use such data, for the sole purpose of answering you and where possible satisfy customer requests. Such information is voluntary and confidential and not necessary for the execution of the reservation or service contract.

The interested party can refuse to give the Owner his navigation data. To do this, it must disable by

following the instructions provided by the browser in use. Disabling cookies can make navigation of the site's features worse.

9) DATA RECIPIENTS

Data will not be disclosed. The scope of communication of the data is limited exclusively to the subjects competent for the fulfillment of the contractual operations and the observance of legal obligations. They can therefore be communicated to third parties belonging to the following categories: • subjects that provide services for the management of the information system; • studies or companies in the context of assistance and consultancy relationships; • Administrations, public bodies and competent authorities, for the fulfillment of obligations of laws and / or provisions of public bodies; • private parties directly involved in the performance of the service or legitimated to know the data according to the law. In any case, only the data necessary and relevant to the purposes of the processing to which they are responsible will be disclosed to the aforementioned persons.

10) DATA SHARING

Data may be shared with other service providers. We use service companies to manage your information on our behalf (for example, the management of the booking engine on this site is entrusted to.) Automatic Netware Limited, Registered Address: 1st Floor South Block, Rockfield Central, Dublin D16 R6V0, Ireland , Telephone number / Email address +353 1 676 2913 / ireland@bookassist.com, Website: www.bookassist.org)

These service providers are required to maintain confidentiality agreements and do not have permission to use your personal data for other purposes.

The personal data will then be communicated to the competent authorities: we share personal data with law enforcement and other government authorities when required by law or if absolutely necessary for the identification, prevention or conduct of legal proceedings against fraud or offenses.

11) DATA CONSERVATION

We will keep your personal data for the period of time necessary to provide the service, in compliance with the laws in force, in order to handle any disputes with any third party and in any case for the time necessary for the completion of our activities, including the detection and protection of fraud or other illegal activity. All personal information stored will be subject to the provisions of this Notice. If you have questions about specific data retention periods, contact us using the contact details indicated in the information.

12) DATA TRANSFER

The Data Controller does not transfer personal data to third countries or to international organizations.

13) RIGHTS OF THE INTERESTED PARTIES

We want you to have control of how we use your personal information. You can do it in the following ways:

- you can ask us for a copy of your personal data in our possession;
- you can inform us about any changes to your personal information;
- in specific situations, you can ask us to cancel, block or limit the processing of your personal data in our possession, or oppose to particular ways in which we are using your personal information; is
- in specific situations, you can also ask us to send your personal information in our possession to a third party.

Furthermore, where we process your personal data on the basis of legitimate interests or the public interest, you have the right to object at any time to the use of your personal information, in accordance with the procedures established by law.

We rely on you to ensure that your personal information is complete, accurate and up-to-date. Promptly inform us of any changes or inaccuracies in your personal information by contacting: info@residenceloreto.com We will handle your request in accordance with current legislation. The interested party may exercise his / her rights described above with reference to the GDPR 679/2016 ex art. 15 "right of access", art. 16 "right of rectification", art. 17 "right to cancellation", art. 18 "right to limitation of treatment", art. 20 "right to portability", art.21 "right to oppose the automated decision-making process of GDPR 679/2016, by writing to the Data Controller at the following address: Via Rancati n. 3 -20127- Milan, Italy

14) PROPOSITION OF THE COMPLAINT

The interested party has the right to lodge a complaint with the supervisory authority of the state of residence.

15) AUTOMATED DECISION MAKING PROCESSES

The Data Controller does not process treatments consisting of automated decision-making processes

16) EXTERNAL CONNECTIONS

If the pages of this website or the sections of our applications contain links to other sites, they are not bound by this Privacy Policy. We advise you to read carefully the privacy policy available on these external sites and to examine the procedures for the collection, use and disclosure of personal information used by them.

17) DEFENSE IN JUDGMENT

The User's Personal Data may be used for the defense by the Owner in court or in the stages leading to its eventual establishment, by abuses in the use of the same or related services by the User.

Following a court summons, judicial order or other legal initiative; in order to establish or exercise the rights granted to us by law; to defend ourselves in the eventuality of legal action against us or for other purposes dictated by law.

The User declares to be aware that the Data Controller may be required to disclose the Data at the request of the public authorities.

18) LEGAL REFERENCES

This information note has been prepared in compliance with the GDPR 679/16 and in compliance with the provisions of Directive 2009/136 / EC concerning Cookies. This privacy statement only concerns this website.

COOKIE INFORMATION

Cookies are small text files that are sent to your computer. The site in question uses the following types of cookies:

Based on the characteristics and use of cookies we can distinguish different categories: Cookies strictly necessary. These cookies are essential for the proper functioning of the site and are used to manage the login and access to the reserved functions of the site. The duration of cookies is strictly limited to the work session (closed the browser are deleted). They are used on the site.

Analysis and performance cookies. These cookies are used to collect and analyze the traffic and use of the site anonymously. These cookies, even without identifying the user, allow, for example, to detect if the same user returns to connect at different times. They also allow you to monitor the system and improve its performance and usability. The deactivation of these cookies can be performed without any loss of functionality.

Profiling cookies. These are permanent cookies used to identify (anonymously or not) user preferences and improve their browsing experience.

Third-party cookies

By visiting a website you may receive cookies from both the visited site ("owners") and from sites managed by other organizations ("third parties"). A notable example is the presence of "social plugins" for Facebook, Twitter, Google+ and LinkedIn. These are parts of the page visited generated directly by the aforementioned sites and integrated into the page of the host site. The most common use of social plugins is aimed at sharing content on social networks.

The presence of these plugins involves the transmission of cookies to and from all sites managed by third parties. The management of information collected by "third parties" is governed by the relevant information to which reference is made. To ensure greater transparency and convenience, the following are the web addresses of the various information and how to manage cookies.

Facebook informative: <https://www.facebook.com/help/cookies/>

Facebook (configuration): accedere al proprio account. Sezione privacy.

Twitter informative: <https://support.twitter.com/articles/20170514>

Twitter (configuration): <https://twitter.com/settings/security>

Linkedin informative: <https://www.linkedin.com/legal/cookie-policy>

Linkedin (configuration): <https://www.linkedin.com/settings/>

Google+ informative: <http://www.google.it/intl/it/policies/technologies/cookies/>

Google+ (configuration): <http://www.google.it/intl/it/policies/technologies/managing/>

Google Analytics

The site also includes certain components transmitted by Google Analytics, a web traffic analysis service provided by Google, Inc. ("Google"). Also in this case these are third-party cookies collected and managed anonymously to monitor and improve the performance of the host site (performance cookies).

Google Analytics uses "cookies" to collect and anonymously analyze information on the use of the site (including the user's IP address). This information is collected by Google Analytics, which processes it in order to prepare reports for the operators regarding the activities on the websites themselves. This site does not use (and does not allow third parties to use) the Google analysis tool to monitor or collect

personal identification information. Google does not associate the IP address with any other data held by Google nor does it attempt to link an IP address with the identity of a user. Google may also communicate this information to third parties where required by law or where such third parties process the information on Google's behalf.

For more information, please refer to the link below:

<https://www.google.it/policies/privacy/partners/>

The user can selectively disable the action of Google Analytics by installing on his browser the opt-out component provided by Google. To disable the action of Google Analytics, please refer to the link below:

<https://tools.google.com/dlpage/gaoptout>

Duration of cookies

Some cookies (session cookies) remain active only until the browser is closed or when the logout command is executed. Other cookies "survive" when the browser is closed and are also available in subsequent visits by the user.

These cookies are called persistent and their duration is set by the server when they are created. In some cases a deadline is set, in other cases the duration is unlimited. However, browsing the pages of the website, you can interact with sites managed by third parties that can create or modify persistent and profiling cookies.

Cookies management

The user can decide whether or not to accept cookies using the settings of his browser.

Attention: the total or partial disabling of technical cookies can compromise the use of the site features reserved for registered users. On the contrary, the usability of public content is also possible by completely disabling cookies. The disabling of "third-party" cookies does not affect the navigability in any way. The setting can be defined specifically for different websites and web applications. In addition, the best browsers allow you to define different settings for cookies "owners" and those of "third parties".

As an example, in Firefox, through the menu Tools-> Options -> Privacy, you can access a control panel where you can define whether or not to accept the different types of cookies and proceed with their removal.

Chrome: <https://support.google.com/chrome/answer/95647?hl=it>

Firefox: <https://support.mozilla.org/it/kb/Gestione%20dei%20cookie>

Internet Explorer: <http://windows.microsoft.com/it-it/windows7/how-to-manage-cookies-in-internet-explorer-9>

Opera: <http://help.opera.com/Windows/10.00/it/cookies.html>

Safari: http://support.apple.com/kb/HT1677?viewlocale=it_IT

Information not contained in this policy

More information in relation to the processing of cookies data may be requested at any time to the Data Controller using the contact details contained in this information

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